Civility In The Workplace

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Workplace manners and courtesy might seem like common sense but the reality is rudeness is an epidemic costing millions a year. Businesses are rapidly increasing their knowledge and technological advancement but losing out on basic social values that affect every employee.

What the EAP Can Do

Your EAP can provide confidential support and assistance with establishing good work civility. Your EAP professional will provide feedback and validate your ideas and concerns. The EAP can also find resources to help you make progress. Contact the EAP at 1-877-313-4455.

www.eap.wa.gov

What Is Civility?

Civility represents the social norms and rules that must be followed in order to positively and productively relate with others. Behaviors that threaten positive and productive relations with other people, therefore, constitute uncivil behaviors. Civility goes beyond just having good manners. Each of us has the ability to affect others around us in a positive or negative way whether we know it or not.

Behaviors that may be considered as uncivil include, but are not limited to:

- Failing to acknowledge another person's presence
- Using abusive language
- Gossiping
- Discounting employee contribution
- Bullying and intimidating others
- Sabotaging individual and company efforts
- Discriminating against a particular individual or group
- Practicing insensitivity to co-workers' needs
- Practicing poor etiquette in managing correspondence
- Asking personal questions or reading another person's computer screen
- Not cleaning up after yourself in a staff kitchen or work space
- Having a loud conversation or playing loud music

Why Should You Be Civil At Work?

- Civility helps to create a more positive work environment.
- It's the right thing to do. We can all afford to be more polite and practice kindness.
- Your actions show others the level of respect you hold for them.
- There can be a decrease in work strife and hostility and increase in work morale.